

21. (Amended) The system according to claim 18, further

A2 comprising:

an average generating section which analyzes the information acquired from the product of another user of the same model as that of the product which is the object of claim and generates an average value of each backup data item.

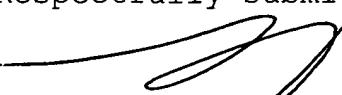
24. (Amended) The computer program product according to

A3 claim 22, wherein the product of the user is a product of another user of a same model as that of a product which is an object of claim.

27. (Amended) The computer program product according to claim 24, wherein said computer-readable program code means further comprising:

A4 computer readable program code means for analyzing the information acquired from the product of another user of the same model as that of the product which is the object of claim and generating an average value of each backup data item.

Respectfully submitted,

  
Leonard Holtz, Esq.  
Reg. No. 22,974

Frishauf, Holtz, Goodman, Langer & Chick, P.C.  
767 Third Avenue - 25th Floor  
New York, New York 10017-2023  
Tel. No. (212) 319-4900  
Fax No. (212) 319-5101  
LH:sp

# CHANGES MADE TO CLAIMS

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analyzing the information acquired from the product of the user and generating an average value of each backup data item.

7. The method according to claim [5] further comprising:

analyzing the information acquired from the product of another user of the same model as that of the product which is an object of claim and generating an average value of each backup data item.

10 8. The method according to claim 1, wherein the backup data item includes a number of copies.

9. The method according to claim 1, wherein the backup data item includes a number of copies in each paper feed stage.

15 10. The method according to claim 1, wherein the backup data item includes an image concentration measurement value.

11. The method according to claim 1, wherein the backup data item includes an exposure set value.

20 12. The method according to claim 1, wherein the backup data item includes an automatic concentration adjustment set value.

13. The method according to claim 1, wherein the backup data item includes a drum charge adjustment set value.

25 14. The method according to claim 1, wherein the backup data item includes a network environment.

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20. The system according to claim 18, further comprising:

an average generating section which analyzes the information acquired from the product of the user and generates an average value of each backup data item.

5 21. The system according to claim [19],<sup>18</sup> further comprising:

an average generating section which analyzes the information acquired from the product of another user of the same model as that of the product which is the object of claim and generates an average value of each backup data item.

10 15 22. A computer program product for providing backup data utilizing a remote maintenance system comprising:

a computer-readable storage medium having computer-readable program code means embodied in said medium, said computer-readable program code means comprising:

20 computer readable program code means for acquiring claim information;

computer readable program code means for generating a necessary backup data item from the claim information; and

25 computer readable program code means for accessing a product of a user through a network and acquiring information corresponding to the backup data item from

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the product of the user.

23. The computer program product according to  
claim 22, wherein said computer-readable program code  
means further comprising:

5           computer readable program code means for notifying  
the information acquired from the product of the user  
to an equipment owned by a person in charge of measures  
against claims.

24. The computer program product according to  
10          claim 22, wherein the product of the user is a product **OF ANOTHER**  
**USER OR A SAME MODEL AS THAT OF A PRODUCT**  
A which is an object of claim.

25. The computer program product according to  
claim 22, wherein the product of the user is a product  
which is an object of claim and a product of another  
15          user of a same model as that of a product which is an  
object of claim.

26. The computer program product according to  
claim 24, wherein said computer-readable program code  
means further comprising:

20          computer readable program code means for analyzing  
the information acquired from the product of the user  
and generating an average value of each backup data  
item.

27. The computer program product according to  
25          claim [25]<sup>24</sup>, wherein said computer-readable program code  
means further comprising:

computer readable program code means for analyzing

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the information acquired from the product of another user of the same model as that of the product which is the object of claim and generating an average value of each backup data item.

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